

# PAT: Pharmacy AI Technician

Connect an AI Technician to your existing PMS over an encrypted tunnel – no APIs, no migration, no new attack surface.



## The Problem

Pharmacy chains are caught between a pharmacist shortage and systems that were never designed for automation. Manual Pharmacy Management System (PMS) workflows eat pharmacist time that should go to clinical services, and every AI vendor requires APIs that legacy pharmacy systems don't have.

Technology leaders want to move faster. Many are under pressure to deliver AI results, but face the reality that pharmacy management systems were built for people, not AI. Without a secure way for AI to operate inside existing pharmacy applications, automation stays stuck in proof-of-concept mode.

## The Solution

Sonet.io makes AI pharmacy automation practical with PAT (Pharmacy AI Technician), a governed AI Technician that drives your PMS through the screen, the same way your best technician does.

PAT connects to your pharmacy applications over an encrypted tunnel. It works across any PMS and adjacent systems (insurance portals, secure email, label printers, and more) without requiring APIs or migration. PAT sees prescription records, flags drug interactions, pre-validates insurance claims, and monitors refill patterns, all under HIPAA-grade governance with a complete audit trail.

The pharmacist is always in the loop. PAT provides outputs; the pharmacist is responsible for the outcome. Every recommendation is reviewed, and every action is logged, attributable, and defensible.

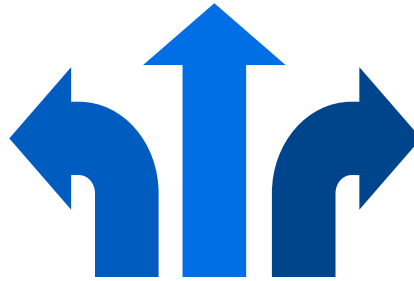
## Key Benefits

### Automate Pharmacy Workflows Fast

- Launch PAT on your first workflow in days, not months
- Build AI Technicians from recorded workflows
- Application agnostic: works with any PMS (SaaS, on-prem, or cloud-deployed)

### HIPAA-Grade Security and PHI Protection

- Every agent session runs inside a governed, isolated workspace
- Full session recording, audit trails, DLP, and PHI containment
- Zero trust by default: RBAC, agent isolation, and dedicated private LLMs



### Measurable Results Without Adding Headcount

- Reduce pharmacist time on routine verification and claims work
- Lower claim rejection rates by catching errors before submission
- Scale AI Technician capacity without growing staff

## Key Capabilities

- **Encrypted Tunnel Connectivity.** PAT connects to your pharmacy applications over an encrypted tunnel. Your PMS stays where it is, whether SaaS, on-prem, or cloud. No migration, no new attack surface, no internet exposure.
- **Prescription Parsing and Clinical Review.** PAT reads medication records, checks drug interactions, flags dosage anomalies, and prepares structured recommendations for pharmacist review.
- **Insurance Claim Pre-Validation.** Validates NDC codes, checks formulary coverage, identifies prior auth requirements, and catches common rejection patterns before claims are submitted.
- **Controlled Substance Monitoring.** Analyzes refill frequency and flags anomaly patterns for pharmacist review. Detects early refills, geographic anomalies, and multi-prescriber patterns.
- **Peripheral Device Support.** PAT drives label printers, signature pads, and other pharmacy peripherals through the PMS, automating end-to-end workflows, not just screen tasks.
- **Pharmacist-in-the-Loop.** The pharmacist reviews every AI Technician recommendation and selects Approve, Modify, or Escalate. PAT provides outputs; the pharmacist is responsible for the outcome. PAT never finalizes a clinical decision.
- **Complete Audit Trail.** Every AI Technician action is tied to an agent identity, prescription ID, timestamp, and session ID. Logs are exportable for HIPAA compliance, state board inquiries, and legal defense.



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